

**BUREAU OF
WORKERS' &
UNEMPLOYMENT
COMPENSATION**

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Customers rate Michigan's Unemployment Compensation's Advocacy Program services

In 2003, Michigan's unemployment compensation program in the Bureau of Workers' & Unemployment Compensation (BW&UC) sent surveys to 10,211 randomly selected customers who received some kind of Advocacy service between May 1, 2002, and April 30, 2003. The bureau received 1,830 completed surveys for a high response rate of 18 percent. A summary of the survey results and a comparison to results from the last Advocacy Program survey done in 2002 follows:

OVERALL CUSTOMER SATISFACTION REMAINS HIGH

A comparison of results between the 2002 and 2003 surveys of those using Advocacy Program services shows that the overall level of satisfaction remains high.

	<u>2003</u>	<u>2002</u>
<i>Customers satisfied with quality of Advocacy Program service</i>	89.0%	89.8%

SERVICE DELIVERY

Customers rated service delivery in three areas: Advocacy Program Service, Advocate Service and Administrative Law Judge (ALJ) Service.

<u>Advocacy Program Service</u>	<u>2003</u>	<u>2002</u>
<i>Average percentage of customers satisfied with Advocacy Program Services</i>	91.6%	92.2%

The Advocacy Program Representative(s) was courteous	95.4%	95.3%
The Representative(s) explained the program's services	92.5%	95.1%
I understood the written information I received	97.8%	97.2%
Information arrived within six days of requesting data	83.5%	85.0%
Would you use the Advocacy Program again?	89.0%	88.3%

<u>Advocate Section</u>	<u>2003</u>	<u>2002</u>
<i>Average percentage of customers satisfied with Advocate Services</i>	86.4%	87.4%

The Advocate I selected was courteous	95.8%	94.8%
The Advocate returned my initial phone call within two days	88.3%	88.1%
The Advocate explained his/her services to me	97.5%	96.5%
I had my first detailed discussion with my Advocate at least two days before my hearing	74.7%	81.5%
Discussion with my Advocate included: issue under the law, hearing procedures, and possible outcome of hearing	78.9%	80.9%
Advocate was on time for the hearing	87.7%	88.6%
Do you feel your Advocate was prepared to represent you	81.6%	81.5%

<u>Administrative Law Judge (ALJ) Section</u>	<u>2003</u>	<u>2002</u>
<i>Average percentage of customers satisfied with Administrative Law Judge Services</i>	87.1%	88.1%

I was treated courteously by the ALJ	86.5%	87.3%
I received a copy of my hearing decision within two weeks	87.7%	88.8%

Claimant Survey
Fact Sheet #111

ADVOCACY GOALS AND VISIONS

To measure if the Advocacy survey met its goals and visions, survey respondents were asked to rate their satisfaction for the following:

	<u>2003</u>	<u>2002</u>
<i>I found that use of the Advocacy Program provided:</i>		
A customer friendly program for assistance	86.5%	85.9%
A better understanding of the UI hearing process	86.0%	83.9%
A clearer understanding of the Administrative Law Judge's ruling	76.0%	74.9%
An increased fairness at my UI hearing	73.2%	72.3%
A reduced level of anxiety or concern about attending my UI hearing	76.6%	76.1%

COMMENTS SECTION

A comments section was available in the survey for those customers who felt they wanted to include a comment. Over half of the received surveys included comments. Comments were placed in one of three categories: positive comment, negative comment, or other/suggestion.

	<u>2003</u>	<u>2002</u>
Positive Comment	40.2%	46.6%
Negative Comment	39.6%	36.1%
Other/Suggestion	20.2%	17.3%

AREAS FOR IMPROVEMENT

Based on the survey results, the ratings for some Advocacy Program services indicate where improvement efforts should be focused. Most of the decreased results relate to services provided by the Advocate.

	<u>2003</u>	<u>2002</u>
The Advocate explained his/her services to me	79.5%	81.4%
I had my first detailed discussion with my Advocate at least two days before my hearing	74.7%	81.5%
Discussion with my Advocate included: issue under the law, hearing procedures, and possible outcome of hearing	78.9%	80.9%